

“PULL” ARCHITECTURE CONTACT CENTER

ABSTRACT OF THE DISCLOSURE

A system and method for processing a user inquiry. The method includes receiving a user inquiry, sending a first request for user information to a first database, providing the user information from the first database, and selecting a first agent. The first agent has a desirable set of skills and is available. Additionally, the method includes sending the user information to the selected first agent with a first web browser and sending the user inquiry to the selected first agent in response to a first signal indicative of a first consent from the selected first agent within a predetermined period of time.

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